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MINUTES OF A MEETING OF THE ADJUDICATION AND REVIEW COMMITTEE Town Hall Main Road Romford 12 May 2016 (7.00 - 7.25 pm)

Present:

COUNCILLORS

Conservative Group	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
Residents' Group	Julie Wilkes
East Havering Residents' Group	Alex Donald and Linda Van den Hende
UKIP Group	David Johnson
Independent Residents Group	

Apologies were received for the absence of Councillors John Mylod.

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of interest.

16 MINUTES

The Minutes of the Meeting held on 23 February 2016 were accepted and signed by the Chairman.

17 CORPORATE COMPLAINTS YEAR-END UPDATE

Members were provided with a presentation from the Senior Complaint and Investigation Officer. The number of complaints dealt with at Stage One of the Corporate Complaints process for the year to 31 March was 2,328 and the resolution rate for completion in time was 89%. 62 complaints were escalated to Stage Two and 89% of these were completed within time. Only two complaints proceeded to Stage Three and both (100%) were dealt with within time.

The Committee was provided with a number of charts with data showing how these statistics were apportioned across the Council's services and these are appended to the Minute.

In addition, the Senior Complaint and Investigation Manager provided a summary of information relating to enquiries made by the Local Government

and Housing Ombudsmen. In summary, there were 30 cases during the year of which the Ombudsmen reached decisions in 23 cases (12 of these were closed after initial enquiries), six were still awaiting a decision, one case was with the service for it to respond and nine related to matters which had already been considered and decided on within the Corporate Complaints process.

Members expressed their satisfaction with the way in which the new process appeared to be working and were informed that audits had revealed areas where the process could be further improved and that there would be a review in October.

In response to a question from a member, the Head of Regulatory Services explained that the Council needed to provide clearer information to residents in respect of service level agreements (SLAs) and what the Council could and could not deliver. He cited issues around bus-stops which were often a cause of complaint but which the Council could do nothing about, the responsible body being Transport for London. He stated that it would be a good step forward if, at the first contact, Council staff could ensure that realistic expectations were given. If the SLA was 15 days, this needed to be made clear. If the matter was not one the Council could address, then this needed to be clearly stated and the complainant sign-posted to the appropriate agency.

In response to a further observation by a Member, the Head of Service stated that there were enhancements to the process which were being considered which were designed to help councillors manage requests from complainants by providing them with web links so that they could more effectively deal with complainants when they were first contacted. This was designed to forestall any escalation wherever possible.

The Committee thanked the Senior Complaint and Investigation Officer for her presentation.

18 MEMBER ENQUIRIES YEAR-END UPDATE

The Committee was provided with a presentation from the Executive Support Manager concerning MP and Member enquiries throughout the year 2015-16.

Members were informed that during the year a total of 2,613 enquiries had been received. Of those, 2,367 (91%) had been responded to and closed within the 15 working days allowed. It was explained that one persistent difficulty was the overlap between enquiries and complaints, but this was slowly being addressed. Members were provided with a range of statistical information which is appended to this Minute.

One area which skewed the response time figures for services such as Social Care and Housing was the fact that there was a good deal of input from third-party or external providers and, on occasion, it could be difficult to

obtain the information requested within the Corporate timeframe. Attempts continued to be made to reduce these figures.

The Committee thanked the Executive Support Manager for her presentation.

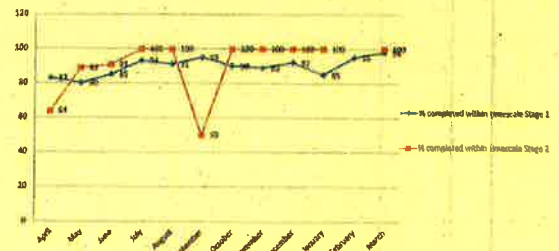
Chairman

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Update on Corporate Complaints

Patrick Keyes / Carol Ager
12th May 2015

Corporate Complaints Completed (%) within timescale
April 2015 to March 2016



Corporate Complaints 2015/16 Summary

Stage 1 requests	2328	
Completed in time	2072	(89%)
Escalated to Stage 2	62	(2.6%)
Completed in time	55	(89%)
Escalated to Stage 3	2	(3.2%)
Completed in time	2	(100%)

* Please see Appendix 1 for more a detailed breakdown

Corporate Complaints Completed Stage 1 Performance (under new process)

	April	May	June	July	August	September
Stage 1 percentage to time	89%	80%	85%	93%	91%	95%

	Oct	Nov	Dec	Jan	Feb	Mar
	80%	89%	92%	85%	96%	98%

Corporate Complaints (by month)



* There was a large increase in complaints in the early part of the year, due to the bedding in of the new complaints process, and clarification on what should be classified as a complaint

Corporate Complaints Completed Stage 2 Performance (under new process)

	April	May	June	July	August	September
Stage 2 percentage to time	84%	89%	91%	100%	100%	90% *
Percentage escalated to Stage 2	4%	5%	3%	3%	3%	1%

	October	November	December	January	February	March
	100%	100%	100%	100%	—	100%
	8%	8%	8%	3%	0%	2%

LGO Activity

- In October 2015 the LGO activity moved to the CMT Support team
- Between 1st October and 31st March the Council has had 30 contacts from LGO and HO
- Of those 30:
 - 23 were decisions (12 cases closed after initial enquiries)
 - 6 are still waiting Ombudsmen decision
 - 1 case is with the Service area for information
 - 9 were complaints that had been through the Council's new Corporate Complaints procedure
- See Appendix 2 for additional breakdown

Corporate Complaints Year End Report 2015/16

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

Appendix 1

Following the launch of the new Corporate Complaints Policy and Procedure on 1st April 2015, the timescales to which we have to respond to a complaint has increased from 10 working days to 15 working days for a Stage 1 complaint and from 10 working days to 15 working days for a Stage 2 complaint. For the first time Stage 3 (Arbitration and Review) has a target. This is 31 calendar days. The target to achieve has also increased for both Stage 1 and Stage 2 responses and is now 95% to 100%.

The following performance figures are now restricted to complaints under the new process.

Information on the following pages above:

The number of complaints lodged at Stage 1 and Stage 2 against the service area and the response times. A graphic of Stage 1 and Stage 2 by topic showing those lodged, closed or still open. The specifics of complaints that are outside the corporate targets and remain open that need attention. The method of contact by our customers. The cumulative total of complaints from the previous quarter and the build up to this quarter. The complaint responses. The reasons for complaints. Stage 3 complaints and the outcome. Stage 3 complaints that started prior to the new process that have also resulted in an MRP this year. Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2015 until March 2016.

Performance for 2015/16 (to date) is therefore:

Stage 1 resolved	11/12	Stage 2 resolved	6/7
Stage 1 percentage to time overall	88% (10/12)	Stage 2 percentage to time overall	86% (6/7)
Percentage escalated to Stage 2	1.6%	Percentage escalated to Stage 3	0.2%

Stage 3 resolved	3
Stage 3 percentage to time overall	100% (3/3)
Stage 1 & Stage 2 cumulative % to time	95%

CMT Complaints team
8th May 2016

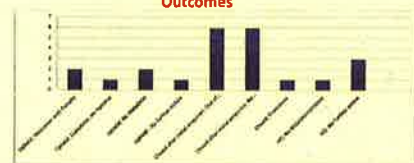
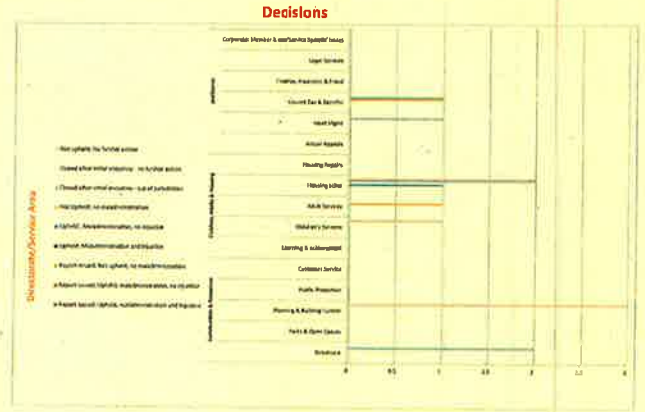
All figures relate to complaints handled through the new process.

Audit Comparison between Q1 & Q4

Service	Time	1 st time		Compliance		Learning		Quality		Overall					
	Q1	Q4	Q1	Q4	Q1	Q4	Q1	Q4	Q1	Q4	Q1	Q4			
Streetscare	1	3	↑	3	4	2	3	1	3	9	10	↑	15	31	↑
Housing	2	3	↑	3	4	4	3	1	3	19	20	↑	20	33	↑
oneSource	2	2	↔	3	4	2	3	2	3	13	20	↑	23	32	↑
Regulatory	2	3	↓	4	4	4	3	3	3	20	21	↑	39	34	↓
Culture	3	2	↓	4	3	4	3	3	3	15	17	↑	29	20	↓
Customer Services	2	2	↔	2	3	2	3	0	2	11	11	↔	17	21	↑
Social care/L&A	2	2	↔	4	3	4	3	3	3	25	17	↓	38	28	↓
Communications	3	0	↓	3	4	3	2	3	3	24	17	↓	30	26	↓

Corporate Complaints Year End Report 2015/16

	Number of complaints	Number of complaints closed	Number of complaints still open	Percentage closed
All Services	111	101	10	91%
Streetscare	1	1	0	100%
Housing	19	19	0	100%
oneSource	27	24	3	89%
Regulatory	21	19	2	90%
Culture	15	14	1	93%
Customer Services	11	11	0	100%
Social care/L&A	25	23	2	92%
Communications	24	21	3	88%
Other Services	114	101	13	89%
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L. M. & S. M.

Ombudsman decision: Upheld - Maladministration, injustice with penalty

1946; that the Council had failed to respond to her correspondence and had failed to

Ombudsman decision Upheld - Maladministration, injustice with penalty

Ombudsman decision: Misadministration, no injustice

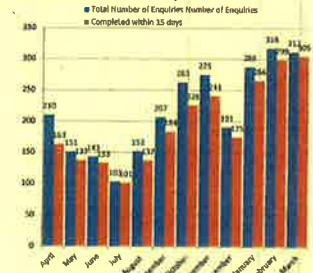
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Caroline Walshaw

**Member / MP Enquiries Completed within 15 days
(April 2015 to March 2016)**

% of Member Enquiries completed within 15 days



www.haverling.gov.uk

Member / MP Enquiries
Summary April 2015 - March 2016

Number of enquiries received	2613
Number of enquiries closed within 15 days	2367
% of enquiries closed within 15 days	91%

www.havering.gov.uk

Member Enquiry Year End Report 2015/16

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www.havering.gov.uk

Total Number of Member/ MP Enquiries

Total Number of Member/MP Enquiries

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